



## *Executive Officer's Report to the Board For May 23, 2003*

### **Administrative Updates**

There have been recent questions as to what actions the Board has taken to reduce administrative costs. Listed below are the major staff reduction actions and other actions that have been taken to reduce operating expenses.

#### **Administrative Cost Containment Measures**

##### **Staffing:**

1. During Fiscal Year 01/02 the Board eliminated 7 positions.
2. 18 positions were reduced as a result of the 2002 Budget Act, Control Section 31.60 for an annual savings of \$538,000 plus associated OE & E.
3. The Board also submitted a negative Budget Change Proposal to eliminate 12.5 positions and redirecting another 5 positions to the Hearing Office for a total savings of \$380,000.
4. The Board was one of few departments that participated in the Early Retirement Program (Golden Handshake). The Board had hoped that this would be a way to avoid layoffs. This resulted in the further elimination of 13 positions for an annual savings of \$1 million.
5. The Board froze a total of 24 positions at the Joint Powers agencies in both the current and budget year for an annual savings of \$1.1 million.
6. Finally, as required by the Department of Personnel Administration and the Department of Finance the Board submitted a plan to reduce Personnel Services expenditures by ten percent in the budget year. If the Board is required to put this plan into place it would reduce expenditures by \$1.8 million.

The above staff reductions have resulted in a loss of 50.5 positions from within the Board staff, or \$1.9 million, before imposing the additional 10% cut. Reductions to Joint Powers staff are in addition to this.

##### **Other Actions:**

The Board has reduced its travel expenditure by 35 percent over the last six months of last fiscal year for an approximate savings of \$40,000.

The Board has also reduced training, cancelled out-of-state travel, reviewed contracts for elimination or reduction, replaced high cost leased equipment with purchased equipment, eliminated maintenance on low cost replaceable equipment, reduced Board provided cell phones and revised the cell phone plan. These and many more cost containment actions have reduced administrative expenditures approximately \$300,000 to \$500,000 per year.

Staff will continue to review all areas of expenditures for further reductions.

#### **Current Status of VCP Inventory**

The attached VCP Inventory charts depict the Victim Compensation Program (VCP) workload receipts, workload production, staffing levels and inventory levels over the most recent four-year period. The information on workload receipts and production comes from the recently published three-year annual report and the current fiscal year's monthly Executive Officer reports. The data on inventory levels was gathered from a variety of internal reports.

As you can see, although the average processing time is in compliance with the statutory requirement, current inventory levels are running at a four-year high. Since fiscal

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<b>VCP INVENTORY CHARTS (ATTACHMENT)</b>	

year 99-00, VCP applications and bills received have increased approximately 49%. During the same time period, VCP applications and bills processed have increased approximately 57%. However, this increased production is largely due to sustained periods of staff overtime and redirecting other Board staff to process applications and bills. Absent these extraordinary efforts, VCP staff have been unable to keep up with the continual increases in workload.

VCP management is aware of the growing inventory problem and is currently working on a plan to reduce inventory levels on a long-term basis. Since the number of staff devoted to claims processing has not kept up with increased workload and with no prospect of increasing staff, we will need to change our process to make serious inroads to our inventory problem. VCP management is working to have an initial inventory reduction plan to share with the Board at the June Board meeting.

## Communication and the Counties

In an ongoing effort to improve Board communication with the Victim Witness Assistance Centers, Board staff in the Joint Powers unit has initiated a project to work with county staff to determine their specific needs and preferred forms of receiving information from the Board. This effort will be developed over the coming months.

## Support Group Meetings for September 11<sup>th</sup> Family Members and Survivors

Two September 11<sup>th</sup> Support Group Meetings took place: April 5th for Northern California residents in Oakland, April 12th for Southern California residents in Anaheim. Dr. Alicia Boccellari gave a special presentation on understanding Post Traumatic Stress Disorder. It was very well received at both meetings. About eight attended in Northern California and twelve in Southern California. Board staff coordinated and attended the Support Group meetings, which were funded by a federal grant from the U.S. Department of Justice's Office for Victims of Crime.

## L.A. City Attorney's Office Gives Award to Board Employee

On April 11, at the Los Angeles Police Department-North Hollywood, the L.A. City Attorney presented JoAnn Goodwin, who works as an Associate Governmental Program Analyst in the Policy and Procedures Section, a certificate of appreciation during a "Victims Rights Week-2003 Recognition Luncheon." The event was sponsored by the Victim Assistance Program in the L.A. City Attorney's Office in cooperation with the L.A. Police Department-North Hollywood division. JoAnn received the certificate in recognition of her exemplary support and dedicated service to assisting victims of crime. She has been instrumental in the implementation of the relocation benefit. JoAnn has provided effective training on this benefit to county staff and has been proactive in working with the counties to improve the processes for verifying and distributing the relocation benefit. She is always available to county staff for help with issues involving relocation and all other VCP benefits.

## **Training and Education**

### Board Staff Attended Two Mandatory Training Classes

#### **"Workplace Violence in the Public Sector"**

A discussion of workplace violence and its prevention with an emphasis on the particular dangers faced by public employees.

#### **"Respect and Professionalism in the Workplace"**

A discussion of potential discrimination, harassment, and retaliation issues in the workplace; steps to take to prevent the issues from arising; and staff responsibilities in these areas. Sexual harassment and its prevention were included within the discussion of harassment. Emphasis was placed on treating everyone with respect and professionalism. Jackson Lewis LLP, a national law firm recognized for its excellence in providing effective training, conducted the training.

## Revenue Recovery Division

On April 25, Board staff met with Gary Lieberstein, Napa County District Attorney, to discuss the status of the Criminal Restitution Compact contract and a process for amending To-Be-Determined restitution orders. Board staff also met with three Napa County criminal judges and the Court Administrator to discuss a process for amending To-Be-Determined restitution orders. The District Attorney and the judges agreed to participate in a countywide workgroup to develop a process for modifying restitution orders.

On April 30, The Restitution Recovery Section hosted its first Fiscal Officers Workshop. The Board invited Northern California county fiscal/collection officers responsible for collecting court-ordered debt, probation officers, and the county restitution specialists from the Board's Criminal Restitution Compact contracts. Over 80 people attended. The purpose of the workshop was to share innovative approaches to increasing the collection of court-ordered debt, including restitution fines and orders.

Approximately 50 fiscal and probation officers from Northern California attended. DEO David Shaw and Interim EO Catherine Close both welcomed the group with introductory remarks. Three keynote speakers addressed the group and discussed the successes they have had in their counties with respect to their collection efforts. The group discussed difficulties in collecting, such as gaining the support of judges, locating a defendant's assets, and levying bank accounts. The workshop evaluations indicated that the event was a success.

## Board Staff Participated in Events and Outreach Activities During Victims' Rights Week



Florin Mall – April 6

On April 6, Board staff hosted a booth at the Florin Mall in Sacramento to provide Victim Compensation Program (VCP) information to mall goers.

On April 7, Deputy Executive Officer David Shaw represented the Board at the 8th Annual Crime Victims United Dinner at the Sacramento Capitol Club. Crime Victims United ensures that the voices of crime victims aren't forgotten or overlooked in the criminal justice system, especially in the sentencing and parole hearing processes.

Mr. Shaw led the 300 plus attendees, including Governor Gray Davis, Lt. Governor Cruz Bustamante, Senate Pro Tem John Burton and 25 other California legislators, in the Pledge of Allegiance, followed by a video presentation of U.S. military personnel serving in the Persian Gulf.

On April 7, Board staff hosted a booth at the Westfield Plaza in downtown Sacramento to provide VCP information to mall goers.



Annual Victims' March – April 8

On April 8, Board staff participated in the 14<sup>th</sup> Annual Victims' March and staffed a booth to provide VCP information. Photographs of loved ones lost to violent crimes were displayed and various organizations staffed booths to provide

information to attendees. The California Correctional Peace Officers Association (CCPOA) sponsored the annual march.



Westfield Plaza – April 7

In honor of Victims' Rights Week, some Board staff attended the 3<sup>rd</sup> Annual Attorney General's Victims' Assistance Conference on April 9, hosted by the Attorney General's Office of Victims' Services. FBI Special Agent Jeff Rinek, who took the confession from Cary Stayner talked in candid detail about the case and how it affected his life. San Diego Deputy District Attorney Jeff Dusek, the prosecutor who tried the Westerfield case in San Diego and newly appointed Eastern District U.S. Attorney, McGregor Scott (formerly DA of Shasta County) also gave presentations.



Annual Victims' March – April 8

- Letters, brochures, applications, and posters were mailed to all county public health officers informing them of Victims' Rights Week and asking them to display VCP literature in their clinics to educate the public regarding VCP benefits.
- A Victims' Rights Week article was printed in the Employee Assistance Program (EAP) newsletter and a Victims' Rights Week message appeared on April's state employee pay warrants.

### Board Outreach at Conferences Not Attended

- The U.S. Attorney hosted a Hate Crime Forum in Cerritos, April 14. The forum's primary purpose was to strengthen the working relationship between community organizations impacted by the backlash stemming from September 11<sup>th</sup>. The meeting was also intended to facilitate cooperation in responding to any incidents that may arise from the Iraq war and the possibility of increased hate crimes. Participants included the U.S. Attorney, FBI, Department of Fair Employment and Housing, local law enforcement, various councils, coalitions, commissions, committees, and community based organizations. Barbara Harris, assistant program administrator with the Los Angeles County Victim/Witness Assistance Center, represented the Board on the panel. Ms. Harris provided a VCP overview and circulated the Board's hate crime fact sheets in Arabic, Farsi, Gujarati, Punjabi, Urdu, Spanish, and English to forum participants.
- The National Center for Women & Policing hosted their Annual Leadership Conference in Los Angeles April 22-26. Women leaders who work in federal, state and local law enforcement, as well as criminal justice researchers, prosecutors, educators, and public officials participated. VCP material was made available to attendees.
- The International Conference on Domestic Violence, Sexual Assault and Stalking sponsored by Sexual Assault Training and Investigations (SATI) was held in San Diego, April 23-25. Representatives from law enforcement agencies, district attorney offices, judges, parole and probation, rape crisis workers, medical personnel, faith community, educators, and victim witness centers attended the conference. VCP material was made available to attendees.

## **May and June Events**

*(The conferences and events listed below are for informational purposes only.)*

### **Cinco de Mayo Safety Day Fiesta & Health, Education, and Job Fair**

**Date:** May 4, 2003

**Location:** Placer County Fair Grounds, Roseville

**Description:** The Hispanic Empowerment Association of Roseville (HEAR) is hosting its 3<sup>rd</sup> Annual Cinco de Mayo Safety Day Fiesta & Health, Education, and Job Fair. This day long event will include booths, food vendors, children's art activities and live entertainment. Admission is free. Board staff will host a booth and provide VCP information. For more information contact Rene Aguilera at HEAR's office phone/fax (916) 782-2040 or visit their website at [www.hear2000.org](http://www.hear2000.org).

### **United lu-Mien Community, Inc. Grand Opening**

**Date:** May 10, 2003

**Location:** United lu-Mien Community Inc., Sacramento

**Description:** Grand Opening of the United lu-Mien Community's agency on 5625 Stockton Boulevard. This is the first Mien nonprofit agency in Sacramento, and its goal is to be a bridge between the Mien community and service providers. About 500 Mien community elders and members will be participating. There will be cultural and musical performances, bands, cultural exhibits, and community agency exhibits. The City of Sacramento Neighborhood Services Department, City Councilmember Dave Jones, and the Stockton Boulevard Partnership are sponsors of this event. Board staff will host a booth and provide VCP information. For more information contact Jessica Lee at (916) 457-4496.

**San Francisco Training Institute****Date:** May 14-16, 2003**Location:** Clarion-Airport Hotel, San Francisco

**Description:** The National Center for Victims of Crime (NCVC) will be conducting three days of training and networking. Workshops will include: resiliency, civil justice, finding funding, crime victims and the media, teen victims, youth leadership programs, train the trainer, victim impact statements, building collaborations, legal issues of working with minors, and much more. VCP applications and brochures will be available to conference attendees. To register or learn more about the Training Institute, including complete agendas, visit the NCVC at [www.ncvc.org](http://www.ncvc.org) or contact Jasmine D'Addario-Fobian at (202) 467-8755.

**5<sup>th</sup> Annual Russian/Ukrainian American Yarmarka Summer Festival****Date:** May 17, 2003**Location:** Southside Park, Sacramento

**Description:** Russian tradition and culture are being offered to the community at this summer festival, as well as concerts, games, sports, and food. Board staff will host a booth and provide VCP information. For more information contact David Ponomar's, President of the Yarmarka Summer Festival, at (916) 715-1616.

**83rd Annual CPOA Conference****Date:** May 19-23, 2003**Location:** Double Tree Hotel, Monterey

**Description:** The California Peace Officers' Association (CPOA) is holding its 83<sup>rd</sup> Annual Conference in Monterey. Conference attendees will participate in cutting-edge training and revitalizing social events. VCP applications and brochures will be available to conference attendees. For more information visit CPOA's website at [www.cpoa.org](http://www.cpoa.org) or call (916) 263-0541.

**CALCASA Annual Leadership Conference****Date:** June 2-5, 2003**Location:** Westin Hotel, Los Angeles Airport, Los Angeles

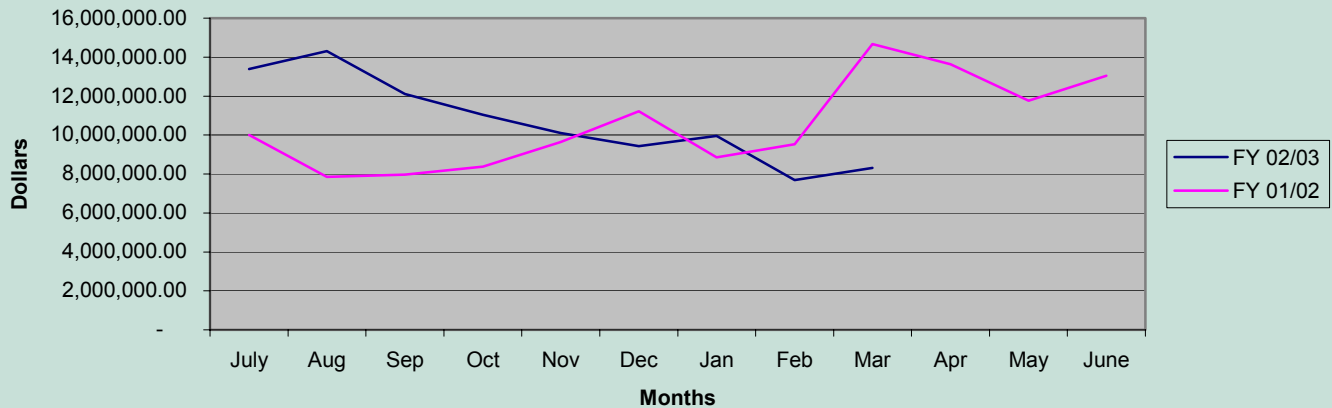
**Description:** The California Coalition Against Sexual Assault (CALCASA) will be hosting its Annual Leadership Conference, Prevention is the Key: Opening Doors to End Sexual Violence, in Los Angeles. The focus of this annual conference is to bring multiple members from California rape crisis centers together to strengthen the anti-rape movement and encourage mentoring among rape crisis centers. The conference will provide executive directors, program managers, prevention educators, counselors, and advocates with information and training on emerging issues related to sexual violence and enhance their services to their communities. Board staff will attend and VCP applications and brochures will be available to conference attendees. For additional information please contact Heidi Hugli at (916) 446-2520, Ext. 308 or via e-mail at [heidih@calcasa.org](mailto:heidih@calcasa.org).

## Victim Compensation Program Activity

### VCP PAYMENTS

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>\$2,918,770</b>	<b>\$82,031,494</b>	<b>-7%</b>
<b>FY 01/02</b>		<b>\$88,112,511</b>	

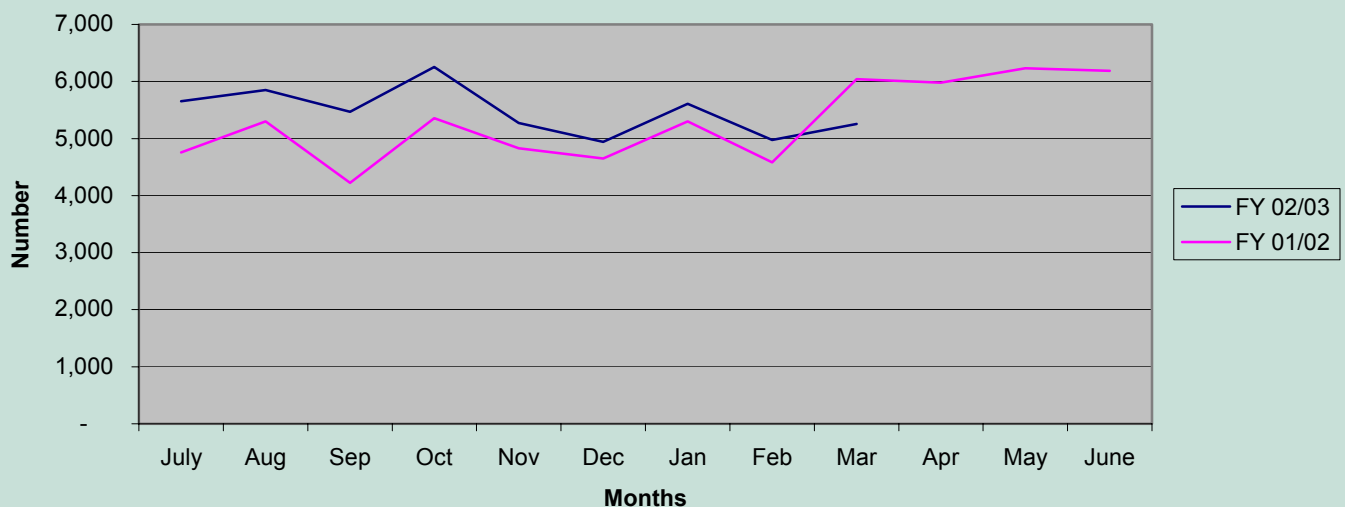
#### Payment Awards



### VCP NUMBER OF CLAIMS RECEIVED

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>5,254</b>	<b>49,277</b>	<b>9%</b>
<b>FY 01/02</b>		<b>45,034</b>	

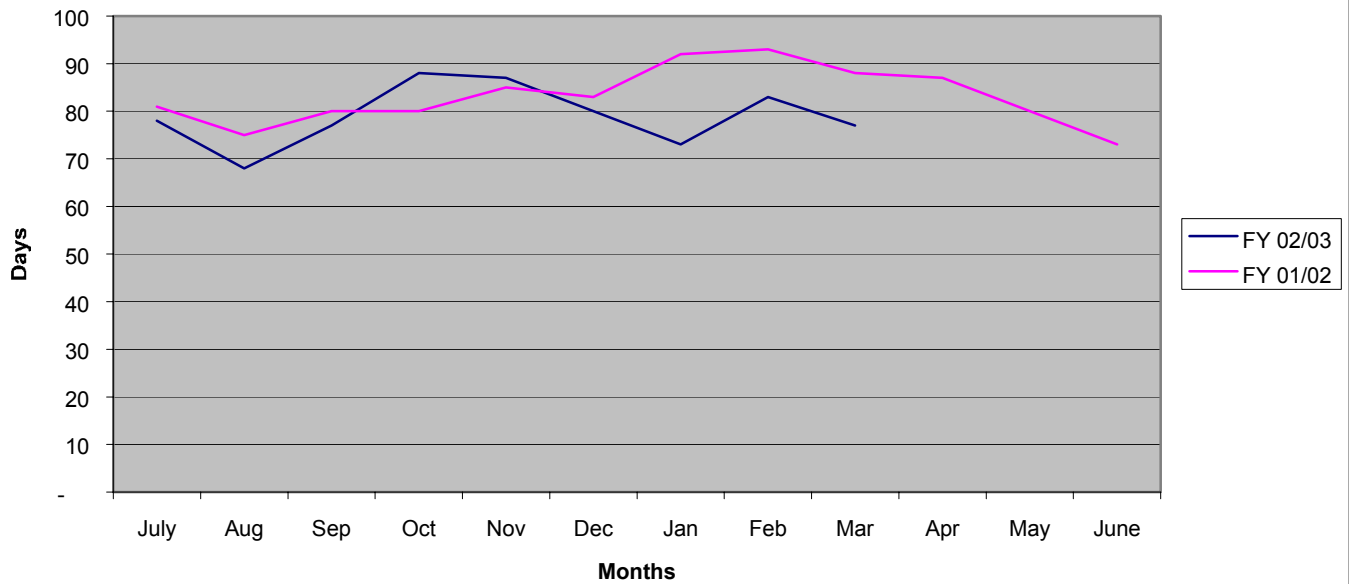
#### Number of VCP Claims Received



### VCP CLAIM PROCESSING TIME IN DAYS

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior
<b>FY 02/03</b>	<b>77</b>	<b>79</b>	<b>-6%</b>

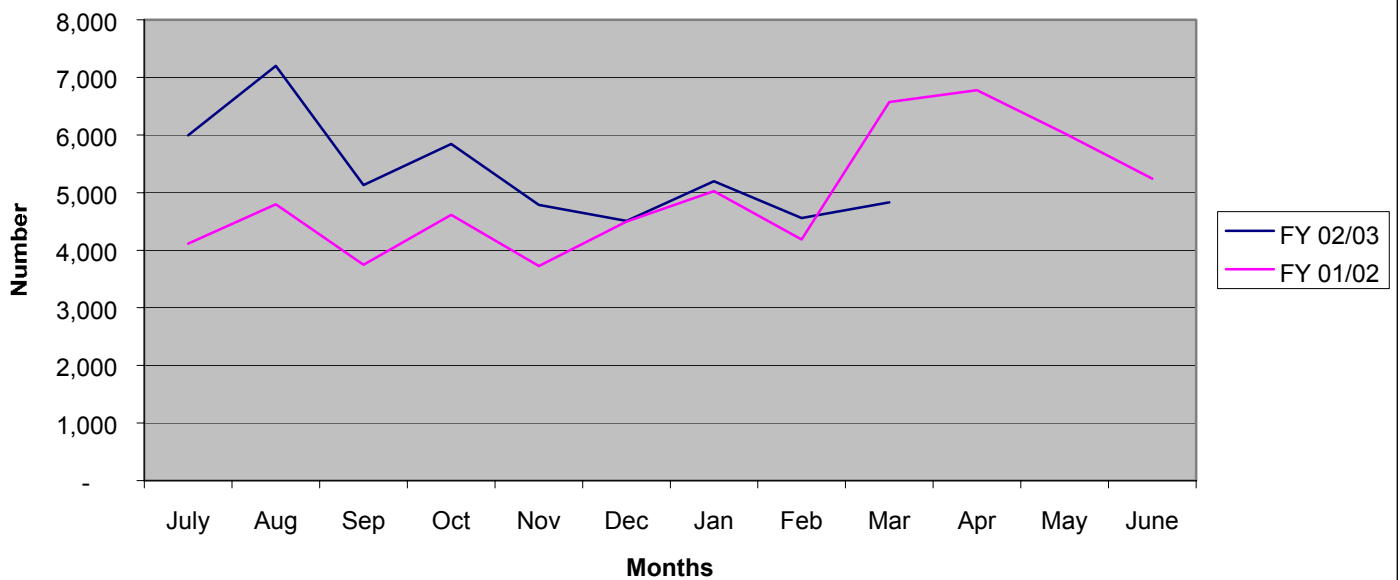
## VCP Average Processing Time



## VCP CLAIMS ALLOWED

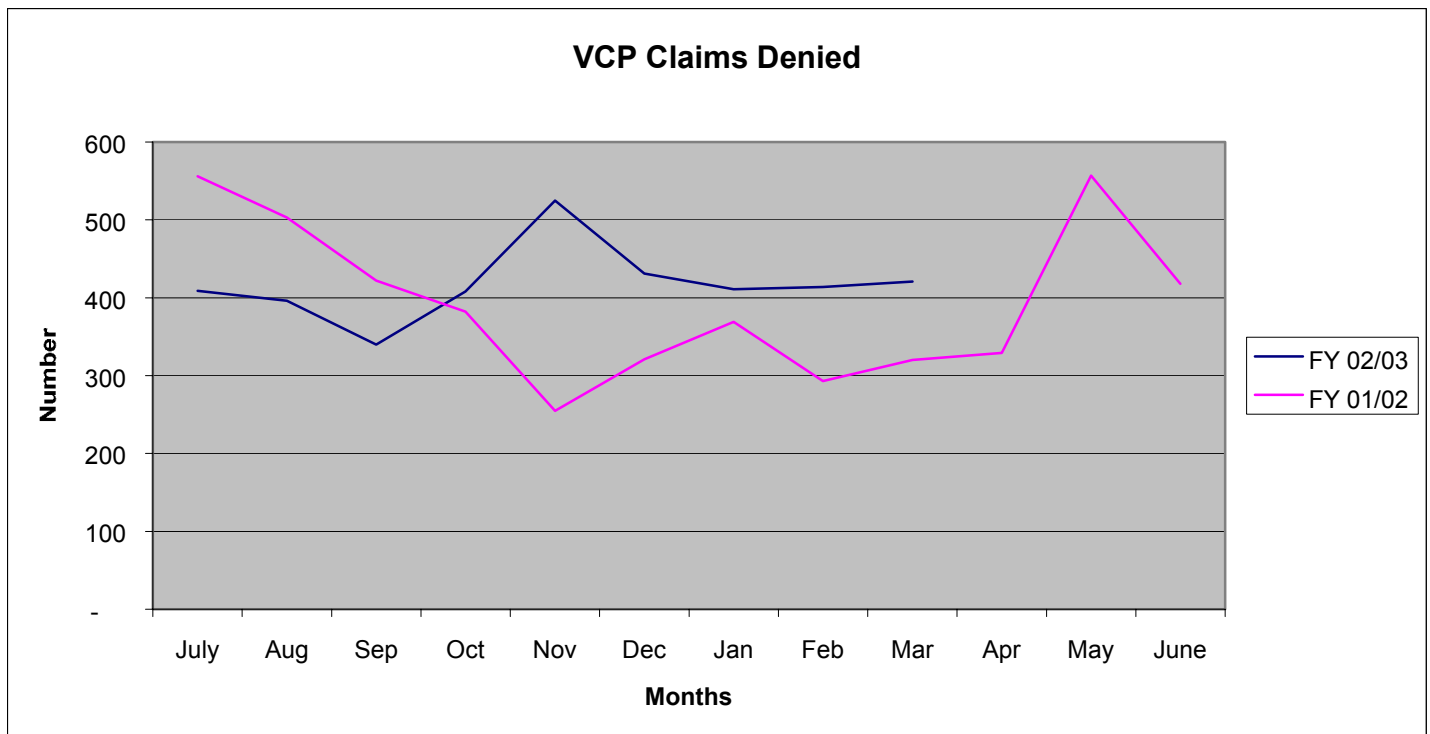
Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>4,833</b>	<b>48,054</b>	<b>16%</b>
<b>FY 01/02</b>		<b>41,280</b>	

## VCP Claims Allowed



## VCP CLAIMS DENIED

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>421</b>	<b>3,755</b>	<b>10%</b>
<b>FY 01/02</b>		<b>3,421</b>	



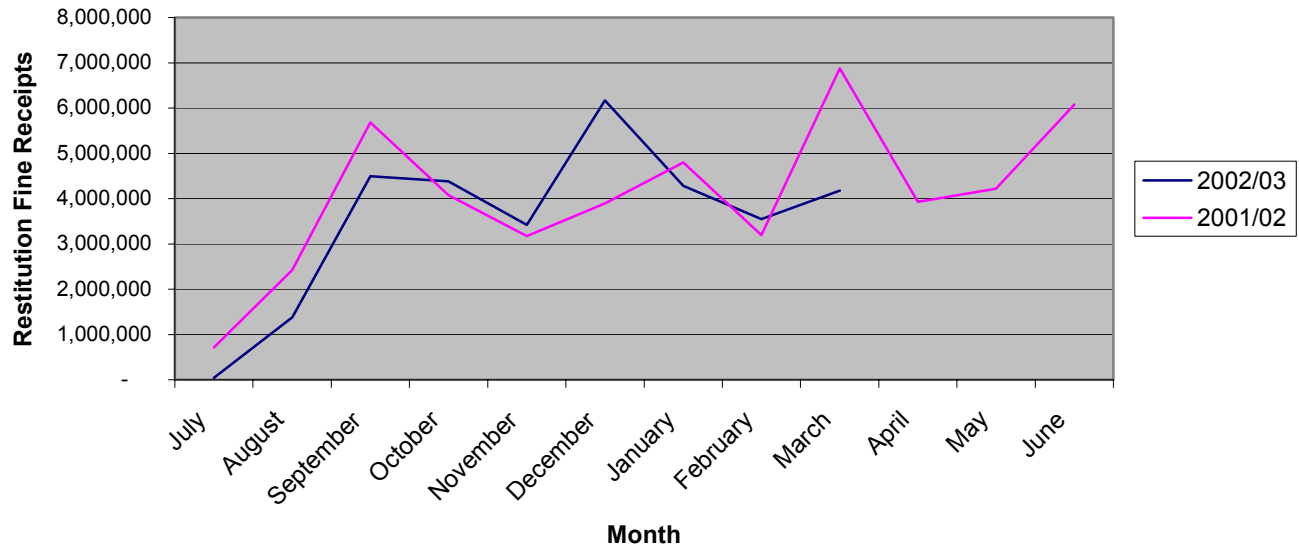


## Revenue and Recovery

### RESTITUTION FINES

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>4,174,344</b>	<b>31,903,332</b>	<b>-8%</b>
<b>FY 01/02</b>		<b>34,843,019</b>	

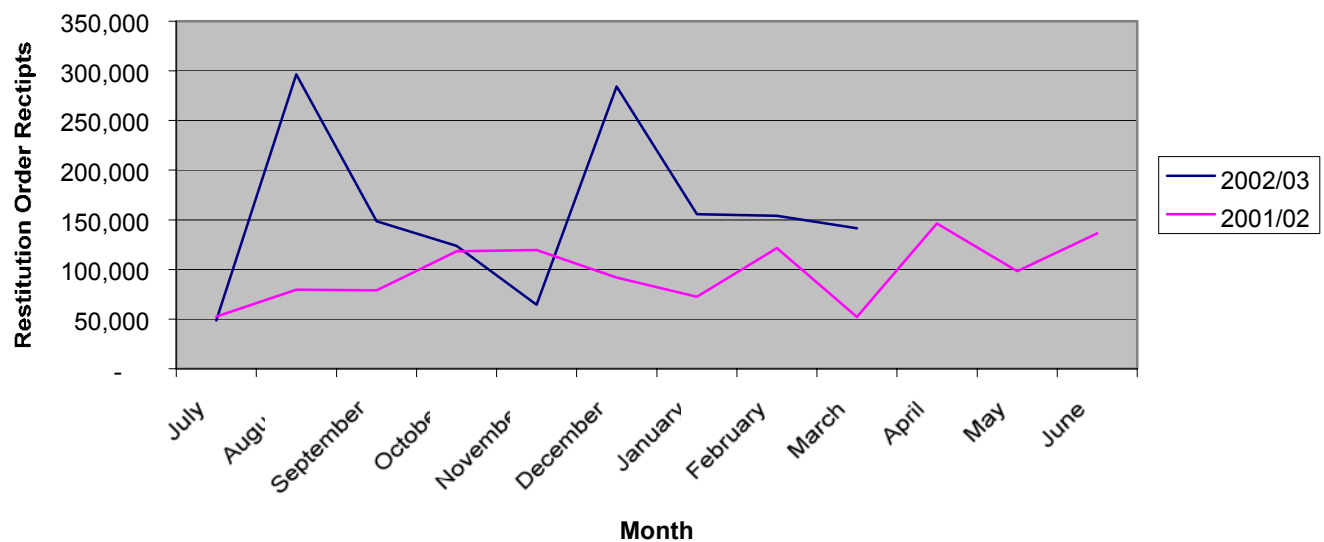
#### Restitution Fine Receipts By Month



### RESTITUTION ORDERS

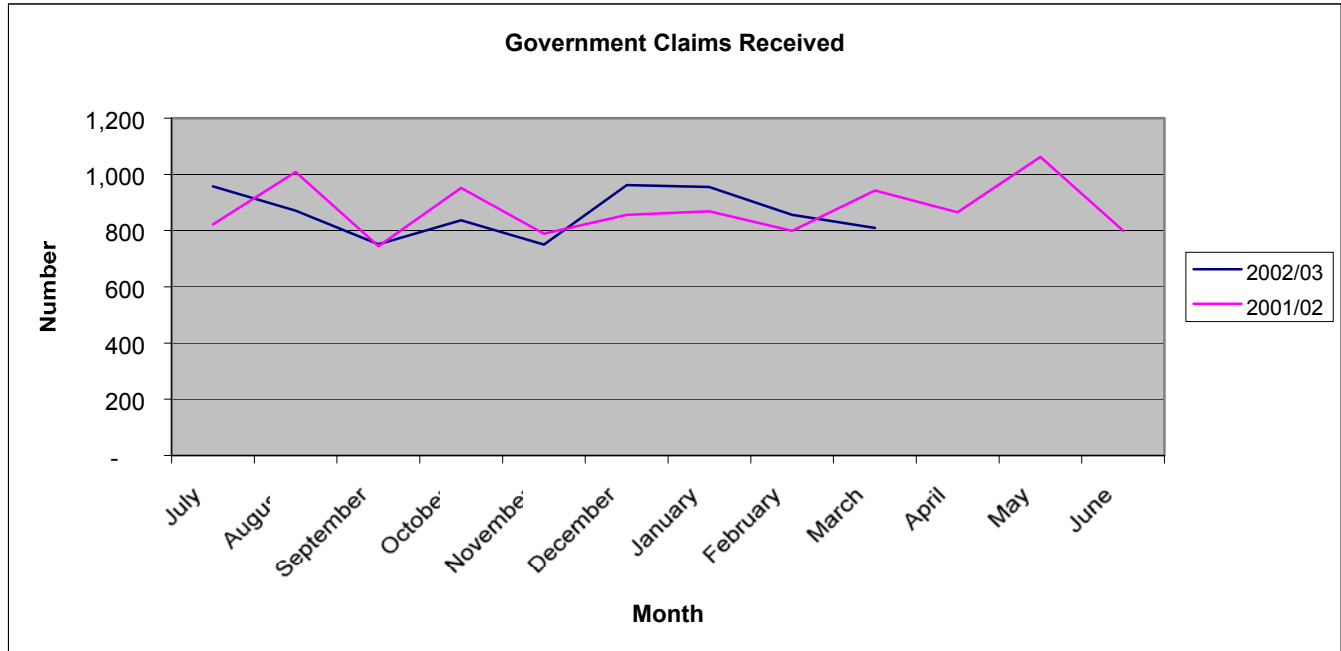
Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>141,487</b>	<b>1,417,216</b>	<b>80%</b>
<b>FY 01/02</b>		<b>786,866</b>	

#### Restitution Order Receipts By Month

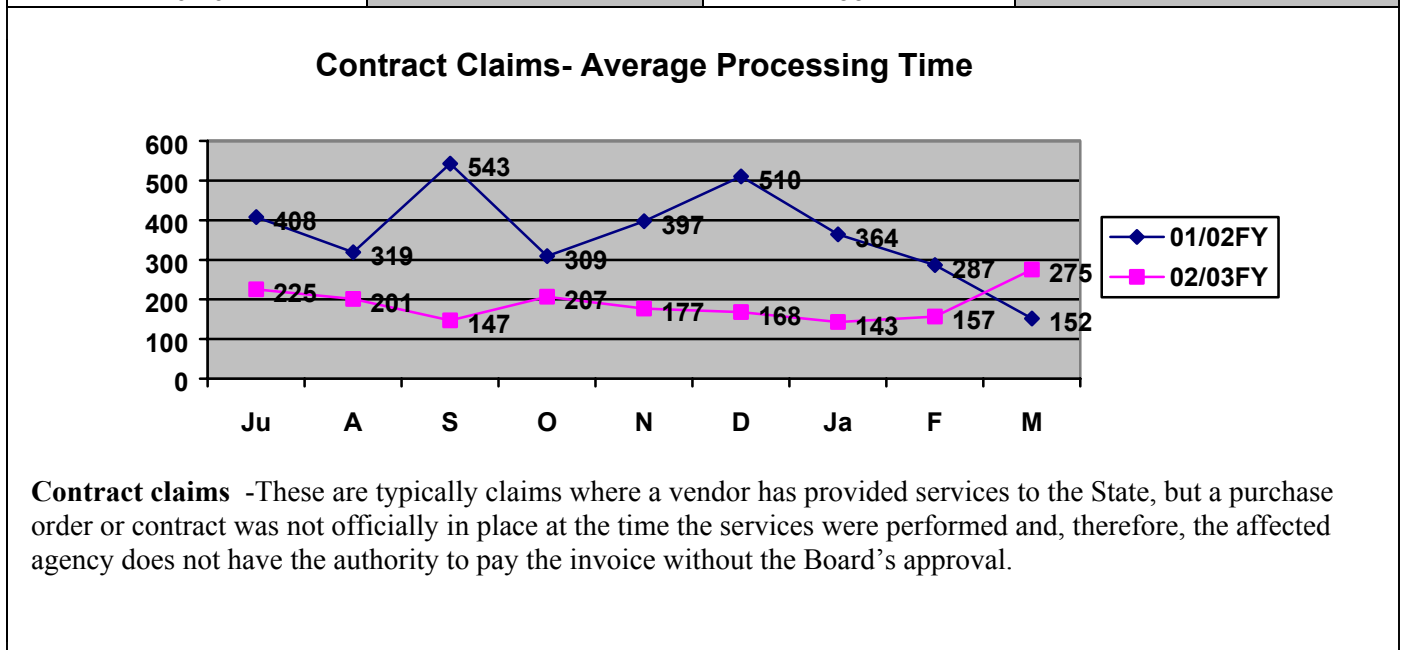


## Government Claims

GOVERNMENT CLAIMS RECEIVED			
Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>809</b>	<b>7,748</b>	<b>0 %</b>
<b>FY 01/02</b>		<b>7,784</b>	



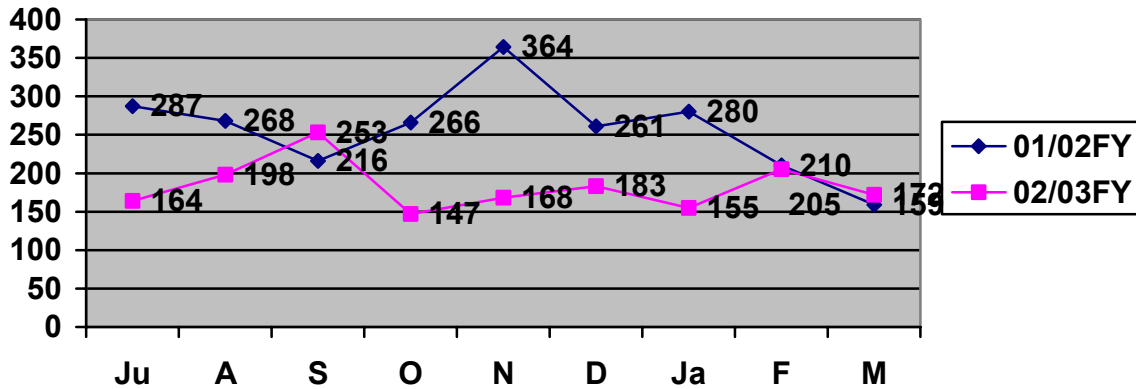
CONTRACT CLAIMS – AVERAGE PROCESSING TIME			
Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>275</b>	<b>187</b>	<b>-44%</b>
<b>FY 01/02</b>		<b>331</b>	



### EQUITY CLAIMS – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>172</b>	<b>172</b>	<b>-24%</b>
<b>FY ½</b>		<b>226</b>	

#### Equity Claims - Average Processing Time

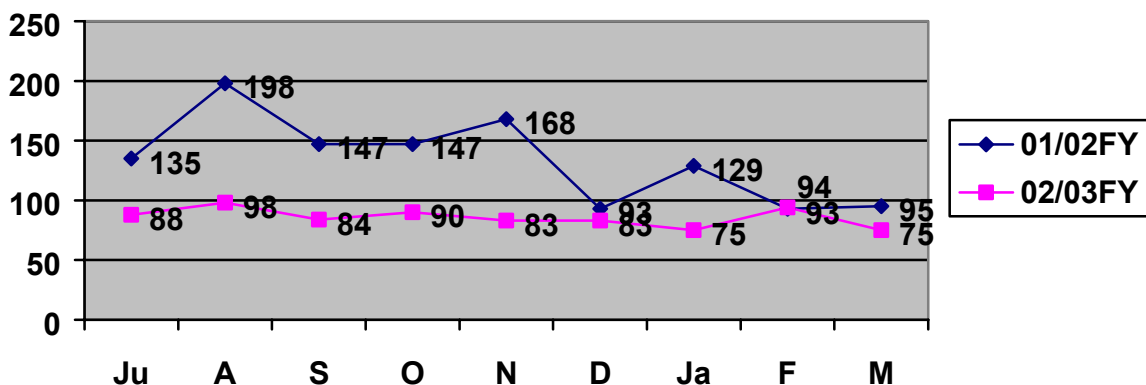


**Equity Claims** - These are claims where there is no legal liability on the part of the State to pay, but for which the claimant has asked the Board to exercise its equity power to provide payment in fairness for the action or inaction of a State agency. Also included to a large degree are outdated warrants (State-issued checks that went un-cashed for more than 3 years).

### TORT CLAIMS – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of March	Fiscal Year to Date	% Change from Prior FY
<b>FY 02/03</b>	<b>75</b>	<b>87</b>	<b>19%</b>
<b>FY ½</b>		<b>108</b>	

#### Tort Claims - Average Processing Time



**Tort Claims** –These are claims for damages filed against specific State agencies. These claims are generally rejected, but are a required administrative action to be taken by a claimant prior to bringing civil action against the State in a court of law. The filing of the Tort claim gives the State advance notice of potential future litigation.

## Hearing Appeals Section

April 2003

### APPEALS

Received During Month	Reviewed		Other Action *	Total Reviewed	Being Reviewed
	Allowed Without Hearing	Sent to Hearing Officer			
109	27	63	30	120	146

### REQUEST FOR RECONSIDERATION

Received During Month	Reviewed			Total Reviewed	Being Reviewed
	Grant Allow/Sent to Hearing Officer	Deny	Other Action**		
57	14	21	6	41	62

### HEARINGS

Hearing Officer Meeting Scheduled	Scheduled for Board Hearing		
	Proposed Decisions	Other Action ***	Not yet Scheduled
66	37	32	144

\*Includes appeals sent to Legal Division or Chief Hearing Officer for "No Hearing" letter, withdrawals, reconsiderations

\*\*Includes claims that are timely appeals, withdrawals

\*\*\*Includes claims that are "no shows", "non response" to hearing officer schedule letter, "non response" to "No Hearing Letter" sent by Legal Division or Chief Hearing Officer

## Claims Examiner Pilot Project

April 2003

Number of Pending Claims	New Incoming CE Claims	Recommendations Presented to Board at the 2/28/03 Hearing	Number of Claims Awaiting Board Hearing
12	2	1	13

### CLAIMS EXAMINER CLAIMS AWAITING HEARING

Conference to be Scheduled	Conference Scheduled	Conference Held	Claims Set to Hearing
5	2	6	0